Lucent Technologies
Bell Labs Innovations

4400 and 4400D Telephones User's Guide

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Your Telephone

Call Handling

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To order additional
4400 and 4400D User's Guides,
please call 800-457-1235
and reference document
number 555-710-123.

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Your Telephone

Fixed Buttons

4400

- Volume
- Flash

4400D

- Conf (Conference)
- Trnsfr (Transfer)
- Redial
- Volume
- Hold

Tones

Dial tone (steady tone)
You can make a call.

Busy (slow repeating tone)
The phone you are calling is busy.

Fast busy (fast repeating tone)
No lines are available.

Error (alternating high-low tones)
You dialed or used a feature incorrectly.

Confirmation (double break in dial tone followed by steady tone)
You used a feature correctly.

Your Telephone

Tones *(continued)*

◆ ◆ ◆ ◆ ◆

Callback (5 short beeps)
A line or pool you selected, or an extension you called, is busy and the system is putting your call into the callback queue.

◆ ◆

Call Waiting (1 or 2 beeps)
You have an inside (1 beep) or an outside (2 beeps) call waiting.

Rings

1 long ring
Inside call.

1 short ring and 1 long ring
Outside call.

1 long ring and 3 short rings
Outside call transferred, returning transferred call, or returning Callback call.

◆

1 beep each minute
Call on hold.

Call Handling

Make a Call

To make an outside call:

Lift the handset. Dial the dial-out code (usually 9*), if required; then dial the telephone number.*

To make an inside call:

Lift the handset and dial the extension.

Answer a Call

To answer an outside or inside call:

Lift the handset.

Transfer a Call

To transfer inside or outside calls:

1 *Press and release the* Flash *button (4400 telephone) or the* Trnsfr *button (4400D telephone).*

2 *Dial the extension, or the dial-out code plus the outside number.*

3 *Announce the call and hang up.*

You can transfer only inside calls to an outside number provided that you are allowed to do so. You cannot transfer an outside call to another outside number.

Place a Call on Hold

To place a call on hold:

1 *Press and release the* Flash *button (4400 telephone) or the* Hold *button (4400D telephone).*

2 *To return to the call on hold, press and release the* Flash *or* Hold *button again.*

On a 4400 telephone, if you retrieve a call from hold and want to place it on hold again, you must press the Flash button twice.

If you hang up while a call is on hold on a 4400 telephone, the call is removed from hold and rings back on the telephone. On a 4400D telephone, if you hang up while a call is on hold, the call remains on hold.

Call Handling

Make a Conference Call

Follow these steps to make a conference call:

1. *While on a call, press and release the* **Flash** *button (4400 telephone) or the* **Conf** *button (4400D telephone).*
2. *Dial the outside number or extension.*
3. *Announce the conference.*
4. *Press and release the* **Flash** *button or the* **Conf** *button again.*

- To end the conference, hang up.
- To drop the last party added on the 4400 telephone, press and release the **Flash** button.
- To add another party to the conference on a 4400D telephone, press the **Conf** button again and dial the additional outside number or extension.

  Up to five parties (three inside, two outside) can be on a conference call on a 4400D telephone. Up to three parties can be on a conference call on a 4400 telephone.
  You cannot drop a conference participant from a 4400D telephone.

Use System Speed Dial

To use System Speed Dial:

Lift the handset, press **#**, *and dial the three-digit code (600–729).*

Call Handling

Use Personal Speed Dial

To program Personal Speed Dial codes:

1 *Lift the handset and dial* # 0 0.

2 *Dial* # *and the 2-digit code (01–24).*

3 *Dial* * 2 1*, the dial-out code if any, and the telephone number.*

4 *Repeat Steps 2 and 3 to program additional numbers.*

5 *Hang up to end programming.*

To use Personal Speed Dial:

Lift the handset, press #*, and dial the two-digit code (01–24).*

Use Redial

To use Redial:

1 *Lift the handset.*

2 *Do one of the following, depending on which telephone you are using:*

- *On the 4400D telephone, press the* Redial *button to redial the last number that was dialed.*
- *On the 4400 telephone, dial* # 8 4 *to redial the last number that was dialed.*

Using Features

Use a Feature

To use a feature when you are not on a call:

1 *Lift the handset.*
2 *Dial* # *and the feature code.*
3 *Dial any additional required information (such as an extension).*
4 *Hang up.*

To use a feature while you are on a call on a 4400 telephone:

1 *Press and release the* Flash *button.*
2 *Dial* # *and the feature code.*
3 *Dial any additional required information (such as an extension).*
4 *To return to the call, press and release the* Flash *button.*

To use a feature while you are on a call on a 4400D telephone:

1 *Press and release the* Hold *button.*
2 *Press the switchhook.*
3 *Dial* # *and the feature code.*
4 *Dial any additional required information (such as an extension).*
5 *To return to the call, press and release the* Hold *button.*

Use Special Characters

Features that dial numbers automatically (such as Personal Speed Dial) may need special characters to allow for correct dialing or system response.

Conf *Sends switchhook* **flash** *(4400D telephone only). Must be first entry in sequence.* **F** *appears on the display.*

Used to signal **end of dialing** *sequence or to separate grouped digits.* **#** *appears on the 4400D display.*

Feature Codes

Account Code	# 8 2 + *account code* + #
Authorization Code	# 8 0 + *authorization code* + #
Callback	# 5 5
Automatic Callback On	# * 1 2
Automatic Callback Off	# * * 1 2
Callback Cancel	# * 5 5
Call Waiting	
Pick up Call Waiting call	# 8 7
On	# * 1 1
Off	# * * 1 1
Coverage	
Primary Cover	# * 4 0 + *sender's extension*
Secondary cover	# * 4 1 + *sender's extension*
Group Cover	# * 4 2 + *sender's extension*
Coverage Inside On	# * 4 8
Coverage Inside Off	# * * 4 8
Direct Voice Mail	# 5 6
Follow Me	# 3 4 + *extension*

Feature Codes

Forward Inside Outside	 # 3 3 + *extension* # 3 3 + *dial-out code* + *number* + #
Forward and Follow Me	Cancel from all extensions: # * 3 4 * Cancel from one extension: # * 3 4 + *sending extension* Cancel from your telephone: # 3 3 + *your extension*
Messaging	See your System Manager.
Paging Loud-speaker	# 9 + *line number* + *zone*
Park Return to parked call	 # * *
Personal Speed Dial	# + *code (01–24)*
Pickup Group Pickup Inside Outside	 # 8 8 # 9 + *extension* # 9 + *line number*

Feature Codes

Privacy On Off	# 3 1 # * 3 1
Reminders	*Activate by dialing* # 8 1
System Speed Dial	# *+ code (600–729)*
Redial	# 8 4 *On the 4400D telephone, you also can press the* Redial *button.*